

# Human Services Connection



CN • DASS • DBH • DCS • DCSS • PERC • PH • TAD • VA

## Administrator's Message



Carol Anselmi

**P**lease join with me in welcoming our CalWORKs employment staff back into HSS. In an effort to consolidate CalWORKs activities and funding, we are working them into the Transitional Assistance Department. They will continue to be an integral part of our efforts to develop new strategies to help our clients towards self sufficiency. Our relationship with JESD will continue, as they contract to provide employer and placement services for our clients. We are glad to have you back!

PERC and Human Resources staff have developed, with management support, an option that allows Management and Leadership Academy (MLA) graduates to substitute completion of MLA for experience in the County's competitive recruitment process. I really encourage those of you in the supervisory and management units to apply for MLA if you have not already done so. It is a very good program. The more knowledge you gain about how the County operates, the better prepared you are for advancement. While I believe it is valuable to complete your formal education, MLA is beneficial from the standpoint of learning county specific processes and issues. It is time well spent.

I am generally a "glass is half full" type of person. But frankly, recent budgets have put a lot of pressure on my optimism. It is very painful to face the prospect of telling employees that their job may be in jeopardy, or to realize we have to accomplish the same mandates without the necessary level of staff and funding. But unfortunately, that is the reality we face today in California.

There seems to be an effort by the state to push costs to the counties without adequate, corresponding revenue sources. And the competition for limited funds is great. It seems that Counties can no longer provide solutions to these budgetary problems, no matter how creative we are. I will do everything in my power to try to make our needs known and to use the funds we do receive effectively and responsibly, but ultimately, the legislature will determine the resources we will have to do our jobs. Please continue to share your ideas and suggestions.

In closing, I would like to thank June Griffith-Collison from ARMC for serving as Interim Public Health Programs Administrator these last few months. I would also like to welcome James Felten, our new Public Health Programs Administrator, to San Bernardino County. ■

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# Editor's Corner



Monique Thomas

**H**ow do you like our new look? The *Human Services Connection* has experienced a recent make-over, including bolder colors and a new layout. Let us know what you think.

In addition to the new look, the *Connection* is going electronic. Beginning with our June 2003 issue, you will no longer have to wait to receive a hard copy of the newsletter. You will receive your copy electronically. The new electronic version is much more efficient, saving both time and money. This version is also available at the Community Relations Office intranet site <http://hssnet/cro>.

Also new to the newsletter is the section **Everyday Employees...Extraordinary Work**, which highlights the accomplishments of HSS employees. Included are service pin recipients as well as cost saving tips. We encourage you to share your tips. ■

## Radio Mexico

Radio Mexico is a community outreach program open to all HSS departments. Held at the KWRN 1550 AM station in Victorville, the program provides an opportunity to promote the various HSS programs and services available to the public. The audience is Spanish-speaking residents of the High Desert community.

If you would like more information, contact Monique Thomas at (909) 381-7966.

### SA CONFERENCE CORRECTION

In the December/January issue of the *Connection*, we reported that the Conference workshop, "Art of Relaxation" was instructed by TAD employee and certified yoga instructor, Julie Lusk. This information is incorrect. The seminar was taught by Karen Suveg. Suveg is a Case Worker Supervisor I, at Redlands TAD, and has been a certified *aerobics* instructor since 1985.

## Human Services Connection

*News Deadlines and Publication Dates*

### First Quarter

*News Deadline* ..... January 5

*Publication Date* ..... March

### Second Quarter

*News Deadline* ..... April 7

*Publication Date* ..... June

### Third Quarter

*News Deadline* ..... July 7

*Publication Date* ..... September

### Fourth Quarter

*News Deadline* ..... October 6

*Publication Date* ..... December

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# Budget Cuts & Non Profits



*Bonnie Konowitch*

**I**n the movie *All About Eve*, Bette Davis provided us with a classic line: “Fasten your seatbelts. It’s going to be a bumpy night.” A similar thought is appropriate for the California State Budget for 2003-04, which has an enormous deficit.

Among the areas targeted for funding reductions are childcare, health, housing, social services, and education. In California, State-subsidized health coverage for those with low-incomes may be reduced or eliminated, including the areas of mental health, alcohol and drug services programs, and some Medi-Cal programs.

During difficult fiscal times, policymakers often view faith-based and non-profit organizations as the “safety net” for social services and health care. Recently, President Bush signed an Executive Order (Equal Protection of the Laws for Faith-based and Community Organizations) that will make it possible for churches and faith-based groups to receive Federal money for programs that address social problems even if those organizations consider religion in their hiring practices.

The Executive Order requires that faith-based groups be treated the same as other groups applying for funding, regardless of their hiring practices. Service providers contracted by the Federal government cannot be denied funding because they display religious icons such as crosses or menorahs. The Executive Order states that organizations cannot use government money to proselytize a particular faith or provide religious instruction. According to press statements, the participation of faith-based and community-based organizations is valued in assisting Americans in need.

The Federal government has announced another major change concerning contracts for social services: the U.S. Department of Health and Human Services (HHS) will encourage religious and nonprofit organizations to promote marriage. Over \$2.2 million in Special Improvement Grants will be awarded by HHS to help poor, ethnically diverse single parents learn marital skills, improve their employment prospects and increase child support payments. According to Secretary of HHS Tommy Thompson, the program’s goal is to “increase child support collections, promote fatherhood and healthy marriage, and help struggling families take care of their children.”

Even with these recent changes, during the next year many organizations will try to offer assistance to more people who are in need, but with fewer contributions and resources. Some organizations with few monetary reserves or endowments to deal with difficult financial times may have to either reduce services they have offered or try to do more with less if there are fewer staff members. ■

## ***Bonnie Konowitch***

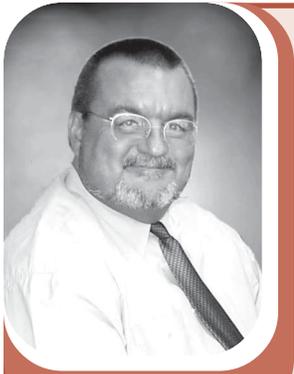
*Children’s Network*

**“Fasten your seatbelts. It’s going to be a bumpy night.”**

**— Margo**



# Engaging Ethics – Collaborating for Hope, Liberation & Justice



*Jim Pesta*

**T**hroughout history, it has been the inaction of those who could have acted, the indifference of those who should have known better, the silence of the voice of justice when it mattered most, that has made it possible for evil to triumph.”

The year was 1963 and Haile Selassie, then Emperor of Ethiopia, both challenged and inspired those who would listen when speaking before a gathering of the United Nations.

The sentiments extolled by him are crucial to the ongoing conversation of, and reflection on, ethics. These sentiments inspired the **Four Columns of Collaboration:**

**Knowing** . . . . . Accept what you know. Strive to increase knowledge and reflect on its relevance to the bigger picture. Offer your perspective to others. Recognize that knowledge brings with it responsibility.

**Acting** . . . . . Act on what you know, not in anticipation of what you expect others to do. Do what sound character and ethical principles demand.

**Voicing** . . . . . Voice your concerns, thoughts and feelings. Offer your opinion even if contrary to what others are saying. Influence the course of events.

**Timing** . . . . . Time is critical. Act and voice before the opportunity passes. Collaborate before it is too late.

In April, many of us will celebrate and commemorate the days of Passover and Easter. Whether we approach these days as secular holidays, religious holy days or philosophical events, they hold tremendous insights for us into the topic of ethics.

The historical figures prominent in these events, took *knowledge* and moved it to *action* by *voicing* their concerns and opinions in *time* to influence the events of their respective eras. They believed and trusted in a vision and ideal greater than themselves. They engaged and collaborated within the events of their times and available structures to influence the future course of history. They strove for hope, liberation and justice. Dare we say they strove for ethics!

We too, in striving to lead ethical lives, are called to collaboration. To engage others and be willing to both influence and be influenced by the insights, concerns, thoughts and feelings of those around us. In collaboration with others, we create something greater and more substantive than we can create as individuals. We resound to the vision of an ethical community collaborating for hope, liberation and justice.

In the coming days and weeks ahead, each one of us can ask – How can I better collaborate with others in my family and workplace? How can I better engage the ethical life? How can I help to bring forth hope, liberation and justice? ■

**Jim Pesta**

*Ethics Resource Officer*



# Everyday Employees... Extraordinary Work

**I**n these tough times, many departments have discovered innovative means to cut cost while continuing to provide quality service. These ideas come not only from managers and department heads, but employees throughout this agency.

The following idea was submitted by Judith Winters of Rancho-DCS:

Printer and copier toner cartridges are expensive. Most people install them right out of the box. One way to get longer service out of each

cartridge is to bang and shake them before installation. This loosens toner that may have settled during shipping and it extends the life of the cartridge.

If you have ideas to cut cost, please submit to the *HSS Connection*. ■



~ We extend our congratulations to the following dedicated employees ~

## SERVICE PINS

The following employees received service pins at the December 17, 2002, Board of Supervisors meeting. Each employee has served the County of San Bernardino for 20 years or more.



From left to right: Maria Coronado, DBH; Terry Mock, DBH; and Charlene Daniel, DBH.



From left to right: Carol Sue Manus, PH; and Linda Pester, PH.



From left to right: Deborah McCleary, PID; Harry Augsburger, TAD; Susan Voreis, TAD.

## EMPLOYEE OF THE WEEK UPDATE

The following HSS employees were selected as Employee of the Week for this quarter:



Shelly Chavez, Clerk III,  
DAAS Community Services Department



Naomi Norman, Program Specialist II,  
Homeless Coalition Community Services Department

For more information about the Employee of the Week program or to view the ad featured in the San Bernardino Sun newspaper, please go to the HSS Intranet homepage located at <http://hssnet/>. Click on Employee of the Week under the LINKS section of the page.

# Department of Children's Services Update



*Carlos Cervantes*

**D**uring this quarter, the Department of Children's Services/Special Services section completed two newsworthy events to improve the lives of children. During the weekends of January 18-19 and 25-26, foster/adoptive parent trainers made a special trip to Needles to recruit and train new parents. Presently there is an acute need for foster/adoptive parents countywide. This is especially true in the Needles area.

Also, on Friday, February 21, adoption social workers hosted the Annual Adoption Finalization Day at the Ontario Convention Center. At this festive event, seven Judges legally united over 100 families and children.

If someone you know is thinking about becoming a foster/adoptive parent, please call 1-800-722-4477 for an orientation schedule. We have monthly orientations in San Bernardino, Victorville, and Rancho Cucamonga. On a different schedule, we also have orientations in Barstow and Yucca Valley. No appointment is necessary to attend the two-hour session.

If you have any questions, give me a call at (909) 891-3583. ■

**Carlos Cervantes**

*Coordinator Foster/Adoptive Parent Recruiter*

# Supervisor's Association Update



*Gregg Lacy*

**W**ell, here we are 3 months into 2003 and the first article of the year for the Connection is due.

Let me introduce myself. I'm Gregg Lacy. For the past 4 years, I have been an Eligibility Worker Supervisor at the TAD 02 office in North San Bernardino. I am your newly elected President of the Supervisor's Association (SA). During the year 2002, I was Program V.P. and primarily responsible for organizing the General Meetings held in February, April, June and August. What a challenge that became. With the addition of so many different departments under the HSS umbrella, trying to find topics that would appeal to all was a difficult task, but I think we did it! I would like to thank all of the board members for assisting me in preparing the agendas. I couldn't have done it without them.

The board and I would like to thank our out-going president, **Alice Wilson**, for her dedication to our Association. Alice also believes that the board members and their hard work is one factor that makes SA so great. I really have enjoyed working with Alice and though she is no longer on the board she is still an active member and only a phone call or e-mail away. Again, Alice, thanks for all YOUR hard work and dedication.

It appears that the next few years will bring many challenges to the County of San Bernardino. SA will continue to bring innovative meetings to help all members deal with upcoming changes that will affect our day-to-day activities.

I would like to introduce our current board members: **Laura Haigh**, Program VP; **Thomas Lacher**, Fund Raising VP; **Lee Fitzgerald**, Membership VP; **Leah Swaim**, Social Chairperson; **Deanna Luttrell**, Parliamentarian; **Susan Voreis**, Treasurer; **Marsha Webster**, Historian; **Mandy Benner**, Secretary.

We all look forward to another year of exciting meetings. If anyone has suggestions for upcoming meetings, PLEASE, let your current board members know and we will do what we can to make them a reality. Have a fantastic 2003! ■

**Gregg Lacy**

*President, Supervisor's Association*

# Children's Fund Update



*Bonnie O'Connor*

**A**nother calendar year has come and gone, and at Children's Fund we are wrapping up our Celebration of Giving. The toys have been distributed, our volunteer elves are enjoying a brief rest, and our reports are being compiled. We are pleased to announce that final records should reflect approximately 20,000 children served again this year. Our efforts to support the Department of Children's **Services Sugar Plum** project were successful and all the children submitted via wish lists were adopted. We will be looking at our campaign for 2003.

I would like to take a moment to commend our staff for a job well done. **Rebecca Stafford**, our Special Events Coordinator, led the charge directing all the work done at our donated warehouse from Loma Linda University Medical Center and Children's Hospital. Aiding her were

**Paul Weixel** and **Colin Stone** who handled toy box site collections and warehouse logistics. **Amy Curtis** and **Lori Carcich** facilitated our family adoption component which supported 82 families. **Leslie Cole**, was in charge of Sugar Plum and personally facilitated over 4,000 children. **Suzu Marquez** handled our case manager lottery, with over 260 workers participating. The referral program continued to operate thanks to **Nikki Nicholson** and **John Hakker**. These employee efforts ensured that many children in our county received a gift this holiday season.



We would like to thank the County Board of Supervisors for their continued support of Children's Fund and our holiday campaign. Also, thank you to the many County employees who contributed their time and toys. **Facilities Management** staff that took care of our County toy boxes, the **Registrar of Voters** provided tables, and **Betty in Payroll** ensured that the word got out to our County family!! This was truly a joint effort. Our records reflect over that 500 individuals and businesses stepped forward and provided help during this special season.

We would also like to thank our Bonnes Meres Auxiliary who held another successful Holiday Auction netting over \$40,000 to help us continue providing services to the children.

We now move rapidly into duck season...yes it is that time again...time for the 12<sup>th</sup> Annual Rubber Duck Race! We plan to hold the race again in April in conjunction with the Children's Network Child Abuse Prevention Campaign. Our little ducklings are trying on their swimsuits and getting ready to trek across the water for the kids! If you would like to volunteer to assist us with our marketing efforts, adoption sales, or race day festivities...please contact Rebecca Stafford at (909) 387-4949, or via e-mail at [rstafford@hss.sbcounty.gov](mailto:rstafford@hss.sbcounty.gov). Please check our website at [www.childrensfundsb.org](http://www.childrensfundsb.org) to obtain more information about the ducks and to adopt yours around mid-March!

We are also in the planning stages for our A. Gary Anderson Memorial Golf Classic, Claremont/West End Auxiliary Home Tour and Harley Ride, and our Bonnes Meres Auxiliary Birthday Brunch. Our website contains dates and information about our upcoming events, as well as profiles of the kids we serve.

Again, thank you for your support during the holidays, and for the work you do to help kids in need. We look forward to working with you in 2003 and continuing to provide those services so essential to a child's basic needs, self-esteem and development. ■

**Bonnie O'Connor**  
*Executive Director*

CHILDREN'S  
FUND



# Children's Network Update

**T**he **Children's Network Annual Report** is now available and contains loads of information about agencies and programs serving at-risk children in San Bernardino County. This year, some of the information is broken down in city or zip codes. We believe this level of information will be helpful to our member agencies and also will serve community based organizations. Call our office to receive your copy or download the report from our web site. To access the site please go to <http://hssnet/CNet>

April is fast approaching and our **Child Abuse Prevention** planning teams have been busy working to ensure another successful campaign for 2003.

The month will kick-off with the Board of Supervisors issuing a resolution at their March 25<sup>th</sup> meeting declaring April as Child Abuse Prevention month in San Bernardino County. On April 26<sup>th</sup>, the annual Shine a Light on Child Abuse awards breakfast will be held at the Doubletree Hotel in Ontario. Nearly 500 people attended this event in 2002, and we look forward to another well-attended breakfast this year. Tickets are only \$10.00 and are available through Children's Network and member agencies. If you are interested in participating, please contact **Susan Taylor** or **Susan Melanson** (909) 387-8966.

The most important component of the April campaign remains the materials distribution.

Printed in both English and Spanish, the materials contain a wide array of topics and are available to any agency or individual upon request.



If you are interested in receiving these materials, please contact our office for information.

Also, during the month of April, we will be requesting that businesses catering to children and families consider hosting special events and/or reducing prices in honor of children. If you know of a business that might be willing to participate, please ask them to do so. If you need a letter or would like to have one of our staff make the contact, please provide the information to Children's Network staff and we will make the call on your behalf. It would be nice to see businesses join in our efforts during the April campaign, and I believe there are many opportunities for this to take place.

The newly formed Children's Network sub-committee, **Drowning Prevention Network**, is planning a conference to address this issue on February 25<sup>th</sup> at Loma Linda University Medical Center's Wong Kerlee Conference Center. Please save the date and for more information, contact Marcie Aguirre of the Public Health Department, at (909) 387-6857. You can also contact Children's Network directly.

All of these activities are made possible through the many partnerships we have throughout San Bernardino County. Your agency may well be participating in some of the activities, but we invite you to find an activity of interest and get involved. Your time and talents will help us to better serve children and families in San Bernardino County. ■

**Susan Melanson**  
*Children's Network*

# Commuter Services Prepares to Celebrate Earth Day

**C**ommuter Services will celebrate Earth Day with an informative program on maintaining a healthy environment and the future of public transportation. The program will take place on Monday April 21, from noon to 1:00 p.m. in the Joshua Room of the Government Center.

Join us as we present representatives from Omnitrans and the Clean Air Coalition. The speakers will provide you with interesting insights on what the future holds for public transportation and how we can protect the health of our families, neighbors and

ourselves by taking measures to reduce the pollutants we put into the air.

Bring your lunch. Commuter Services will provide drinks and desserts. Celebrate Earth Day! Look for more details on our website at <http://countyline/commuterservices>. ■



**Cyndi Zidell**  
*Media Specialist, Commuter Services*

# PERC Training Calendar



504 N. Mt. View, San Bernardino, CA  
 17270 Bear Valley Road, Victorville, CA  
**The Performance, Education and Resource Centers**  
 announce the schedule of prepaid or tuition reimbursed classes.

## Schedule of Classes for the Quarter April - June 2003

You can now register for any published class. There is no longer a 60-day time window for registrations, i.e. Excel 2000 Introduction 6/10 you can register today.

<b>General Development Classes</b>	<b>Date</b>	<b>Code</b>	<b>Cost</b>	<b>Hours</b>
Time Management ½ day	4/8	#14104	\$45	8:30 – 12:30
Service is an Attitude	4/10	#14105	\$85	8:30 – 4:30
Conflict Resolution	4/24	#14113	\$100	8:30 – 4:30
Building a Better You Through EQ	4/30	#14112	\$100	8:30 – 4:30
Test Taking Skills ½ day	5/6	#14123	\$50	8:30 – 12:30
Managing Your Emotions	5/14	#14125	\$85	8:30 – 3:00
Sharpening Your English Skills 2-days	5/15 AND 5/22	#14126	\$175	8:30 – 4:30
Coping With Difficult People	5/20	#14127	\$85	8:30 – 3:00
Serving a Diverse Community ½ day				
<i>Class location 17270 Bear Valley Road, Victorville</i>	6/3	#14133	\$45	8:30 – 12:30
So, You Think You Want to be a Supervisor	6/19	#14134	\$100	8:30 – 4:30

### For Supervisors and Managers Only

Fundamentals of Supervision 5 days	4/15, 22, 29, 5/6, 13	#14106	\$300	8:30 – 4:30
Fundamentals of Supervision 5 days	6/3, 10, 17, 24, 7/1	#14128	\$300	8:30 – 4:30
Leadership Development Program 8 workshops	5/1, 8, 15, 22, 29, 6/5, 12 and 7/17	#14114	\$475	8:30 – 4:30
Stop Walking Around the Big White Elephant ½ day	4/22	#14111	\$50	8:30 – 4:30
Hiring For Maximum Impact ½ day	5/13	#14124	\$50	8:30 – 4:30

**Computer classes will be presented at 504 N. Mt. View Ave., San Bernardino, CA unless otherwise noted.**

### Track 1 Classes presented by ExecuTrain

Excel 2000 Introduction	4/8	#14088	\$120	8:30 – 4:30
Access 2000 Intermediate 2-days	4/14-15	#14089	\$175	8:30 – 4:30
Access 2000 Advanced 2-days	6/2-3	#14093	\$175	8:30 – 4:30
Word 2000 Intermediate 2 days in Victorville	5/13-14	#14086	\$175	8:30 – 4:30

### Track 2 Classes presented by Gateway

Access 2000 Advanced in Victorville	5/6	#14085	\$120	8:30 – 4:30
MS Project 2000 Level 2	5/28	#14092	\$120	8:30 – 4:30
Word 2000 Introduction	6/2	#14103	\$120	8:30 – 4:30
Excel 2000 Introduction	6/10	#14094	\$120	8:30 – 4:30

### Track 3 Classes presented by QuickStart

Outlook 2000 Level 2	4/14	#14096	\$120	8:30 – 4:30
Access 2000 Advanced	5/13	#14098	\$120	8:30 – 4:30
Outlook 2000 Level 2 in Victorville	5/20	#14087	\$120	8:30 – 4:30
Excel 2000 Intermediate 2 days	5/14-15	#14090	\$175	8:30 – 4:30

# PERC Training Calendar

## **Track 4 Classes presented by Soft-Train**

Excel 2000 Intermediate in Victorville	4/7	#14084	\$120	8:30 – 4:30
Introduction to Personal PC's	4/9	#14095	\$120	8:30 – 4:30
Word 2000 Introduction	4/15	#14097	\$120	8:30 – 4:30
Word 2000 Intermediate	5/14	#14099	\$120	8:30 – 4:30
Word 2000 Advanced	5/28	#14102	\$120	8:30 – 4:30
Outlook 2000 Introduction	5/15	#14100	\$120	8:30 – 4:30
PowerPoint 2000 Introduction	5/20	#14091	\$120	8:30 – 4:30
Access 2000 Introduction	5/22	#14101	\$120	8:30 – 4:30

## **Registration**

- Preregistration is required for the classes listed in this announcement.
- Payment, Purchase Order, or approved Education Assistance Proposal (EAP) must be received prior to the start of the seminar. When paying by check, make checks payable to San Bernardino County. If you have questions, please call (909) 388-4250.

## **Registration process**

- Call (909) 388-4110
- Enter your employee number and the first 3 letters of your last name and the # key.
- Follow the instructions from the main menu.
- If you know the ID number of the particular class you are interested in, you may press "1" and go directly to the class information. If you do not know the ID number, you can press "2" for a listing of available PERC classes.

## **Cancellation Policy**

- Registrants who fail to attend are liable for the entire fee unless they cancel prior to five working days before the first class date.
- Classes may be cancelled due to insufficient enrollment one week prior to the date of the class.

## **Class Descriptions and for directions to class locations**

- In Outlook, go to All Public Folders, Countywide Information, Employee Related Topics, County training.

**The County of San Bernardino** is an Equal Employment Opportunity Employer. As a covered entity under Title II of the Americans with Disabilities Act, the County of San Bernardino does not discriminate on the basis of disability and, upon request, will provide reasonable accommodations to ensure equal access to its programs, services and activities.

A graphic with the words "Thank You" in a stylized, cursive font, set against a wavy, ribbon-like background.

to PERC staff members **Pam Ambrosius** and **Linda Shores** for their outstanding work with Training Round-up Conference held Fall 2002. Linda and Pam served as extended members of the committee by creating and managing the system used to register attendees. Because of their dedication, over 280 employees were able to attend this event and gain new insights into the field of training.

*Addition to 2002 Training Round-up, A Tremendous Success,  
printed in the December/January 2002 Connection*

# Needles Health Fair 2002

**O**n Saturday, November 2, 2002, the Needles community participated in their 6<sup>th</sup> Annual Health Fair. This Health Fair is the best attended health-related event in the desert cities and one of the best attended in the county. This year there were more than 900 participants attending the Fair.

Area residents make up the bulk of those attending with a few folks from neighboring Arizona communities also attending. Members of the Chemehuevi Tribe and the Fort Mojave Indian Tribe also attend and are active participants. The Needles Health Fair is held on the grounds of the Colorado River Medical Center, which is across the street from the County of San Bernardino Human Services System building.



*A partial view of the Needles Health Fair*



*John & Mike pose for a picture at the DBH booth at the Needles Health Fair 2002*

Health screenings, flu shots, blood donations and more than three-dozen booths were all attractions bringing the Needles community together for this event. Local service providers as well as County of San Bernardino agencies were represented. The Department of Children's Services (DCS)

and the Department of Aging & Adult Services (DAAS) have been active participants in this health fair for a number of years.

This year, the Department of Behavioral Health (DBH) participated in the event for the first time. Mike MacIntyre, LMFT, and John Luther, LCSW, provided information and answered questions about service availability for those who stopped by the DBH booth. We spoke of the upcoming availability of DBH services at the Needles HSS building.

Every area agency and resident that John and Mike spoke with was very encouraged by the DBH plan for service enhancement in the Needles area. DAAS, DCS, JESD, DPH and TAD staff have all indicated that they are anxious for the DBH presence in the Needles "one stop" County building. ■

## C-IV Update

**H**ello again! This year brings us one step closer to the implementation of C-IV, our new eligibility and employment system. Even though it seems a long way off, **2004 will be upon us before we know it.** To be ready, there are many things you can do to prepare for the new system.

The biggest difference for you will be working with a web browser system. It is similar to using the Worldwide Web or the County intranet to locate useful information, such as your on-line handbooks, service providers in the Resource Directory, PERC training calendars, and non-critical service request forms for technical support. Investigating the many departmental websites, including the C-IV site, can **improve your web "navigation" skills and keyboarding experience.** PERC continues to hold many different computer classes throughout the year for staff with all levels of experience. If you are comfortable using a computer before receiving C-IV training, you are one step closer to achieving success using the new system.

Although C-IV processing will be new to you, there are many skills that you will continue to use in the new environment. **Using e-mail and calendaring functions in Outlook** will be needed, so learn these valuable tools and start using them now. Excellent customer interviewing skills will be required, as you will face the **challenge of focusing on the customer** and his/her needs, rather than on the computer screen and data entry process, which is vital to accomplishing HSS service delivery goals.

Lastly, keep in mind there are **C-IV Coaches and Supervisory staff that can answer many questions** about the functionality of the C-IV system. Even more information will be available this year as the Leadership series continues to build management and supervisory understanding of the new system. HSS employees are also welcome to contact C-IV staff here in San Bernardino. Please see the C-IV website on the County intranet for contact names and e-mail addresses. ■

# PH Director Profile



*James Felten*

**J**ames “Jim” Felten brings 30 years of public health management experience to the County of San Bernardino as the new Public Health Programs Administrator. “I’m excited to be given the opportunity to work again at the local level [in San Bernardino County] Felten said, “I believe my background and experience managing public health programs will be of value to the County.”

Prior to coming to San Bernardino County, Felten worked for the California State Department of Health Services in Sacramento where he served as Assistant Chief and later Acting Chief of the Division of Communicable Disease Control.

In these roles, he was responsible for the State’s infectious disease surveillance and epidemiological activities including TB and STD Control, Child and Adult Immunization programs, and veterinary health programs just to name a few.

Felten also initiated and managed several new programs including the statewide Bioterrorism Preparedness and Response Plan; the State’s Office of Bi-national Border Health, and programs to control Hepatitis C and other new and emerging infectious diseases such as tuberculosis, hantavirus, West-Nile virus, and meningococcal disease.

Other assignments with the State include time spent in the Maternal and Child Health, Chronic Disease programs, and nearly two years as the Assistant Deputy for Prevention Services Programs overseeing the State’s Environmental Health, Drinking Water, and Food, Drug and Radiation Programs.

Aside from program knowledge, Felten has also dealt with fiscal issues similar to those facing San Bernardino County.

“Recently, I went through similar challenges with budget reductions, while having to respond to new and increasing disease control problems, environmental issues, and now the threat of biological and chemical weapons.” Felten said.

“Having known and worked with many of the staff here during my years with the State, I have no doubt that we will rise to any challenges that threaten the public’s health in San Bernardino County.”

Jim Felten’s philosophy is that Public Health does its job best when it is taken for granted. “When the public doesn’t have to worry that the water we drink, or the food we eat could make us sick; and that there is a place in their neighborhood to seek prenatal care or immunize our children; and someone to call about stray animals, or that an ambulance will be there if its needed.”

Felten, a San Fernando Valley native, is married with four children. He divides his time between Northern and Southern California. “I’m flying up to Sacramento at least every other weekend until our twin boys graduate high school in June, after which time my wife will join me in Southern California.” Felten’s wife also works in the Public Health field serving as Chief of the Emergency Preparedness Office for the State Department of Health Services.

His parents still live in the San Fernando Valley; the move to San Bernardino County has brought him closer to them. “Its great to be able to live near our families again. Felten said, my parents are in their eighties. I also enjoy this fantastic Southern California weather,” he added.

In his spare time, Jim enjoys playing golf and “watching the Sacramento Kings beat the Los Angeles Lakers.” ■

**Which HSS event will be featured on a Discovery Channel documentary series?**

*Find out in the next issue of the Connection . . .*

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